



TRICARE Prime Beneficiary Referral Process



Referral Management

Your doctor has recommended a routine referral for consultation with a specialty provider. Please make sure the clinic personnel have your current address and telephone number.

As a TRICARE Prime beneficiary, you have priority access to this specialty service when the type of care your doctor is requesting is available at a Winn Army Community Hospital (Winn ACH) clinic.

DEERS Update

It is very important to keep your demographic information in DEERS current, e.g., current address, phone number. If this is not correct, your care could be delayed because you are unable to be contacted. Visit your local uniformed services personnel office or contact the Defense Manpower Data Center Support at (800) 538-9552, the local DEERS Office number (ID Card Office) at (912) 767-4909 or (912) 315-5726. Make address changes online at: www.tricare.osd.mil/DEERSAddress

ASAP Referrals

If your referral is for “urgent care”, your doctor or clinic staff will provide you with specific instructions prior to leaving the clinic area. **If you have an ASAP referral to the network, make sure you go see the clinic’s Triage Nurse in order to process this referral.** It is the responsibility of your Primary Care Manager (PCM) to coordinate directly with the specialty provider in the case of an emergency. Instructions you may receive in these cases may include: being sent directly to the specialty service, being sent home to await a call from the specialty service, being directed to another health care facility or physician’s office, or being transferred by ambulance.

Routine Referrals

If your referral is for “routine care”, after 3 business days of your visit, call Central Appointments at (912) 435-6633 or (800) 652-9221 to either schedule an appointment or be advised that you have been referred to a network provider.

Referrals to the Civilian Network

Within 7-10 days, you will receive a letter from TRICARE that will include your provider’s name, address and telephone number along with your authorization number and information regarding your authorization.

You now have the flexibility to schedule your appointment with the network provider for a time that best meets your schedule. You are responsible for booking your appointment. Please call the provider’s office noted on the authorization letter for your appointment. Ensure to ask the provider whether you need to bring any additional information such as medical records or digital x-rays. If you have problems arranging an appointment within four weeks or if the provider requires additional information to book the appointment, please contact TRICARE at (800) 444-5445.

When you receive the authorization letter, if you have any questions or concerns, you may call TRICARE at (800) 444-5445. If you do not receive your authorization letter within 7-10 days, please contact TRICARE at (800) 444-5445.

When you have arranged an appointment please contact TRICARE (800) 444-5445 to let them know the date of your appointment. When TRICARE knows your appointment date, they will help get the specialist’s consultation information to your doctor.

If your specialist believes you need additional medical services, the specialist will need to contact TRICARE to arrange additional treatment.

TRICARE Prime Travel

TRICARE Prime beneficiaries are eligible for reimbursement for medically necessary non-emergency specialty care greater than one hundred (100) miles from Winn ACH or Tuttle AHC. Reimbursement is for actual travel related expenses incurred for travel (lodging, gas, meals). Contact Winn ACH Health Benefits at (912) 435-6716 , (912) 435-6230 or TAHC (912) 315-4984.